

From: Lugo, Manuel
Sent: Thursday, September 02, 2004 11:48 AM
To: DWD DVR ALL
Subject: Directive - Consumer Rights Statement

Many DVR consumers continue to believe that a formal appeal is the only option available to them when a service or request has been denied.

In addition the Client Assistance Program reports that many consumers and some DVR staff believe that CAP is to be used only for formal appeals.

In order to insure that consumers are fully aware of the options available to them when a service or request is denied, or when they have questions about the VR process, I am directing all offices and staff to immediately and as necessary, change the wording of the letters sent to consumers in these situations.

A sample format for including this information in your correspondence with consumers is attached. Please make this change immediately.

If you have questions or need assistance please contact either me or Kristin Rolling.

[Consumer Rights Appeal Statement](#)

Thank you!

Manuel Lugo, Director
Bureau of Consumer Services